# BUS-8 Takes Action on Employee Priorities

In order to have a balanced business planning process, BUS obtains feedback regarding its products and processes from four sources: Internal Customers, Stakeholders, Employees and Suppliers. For example, BUS-8 management interviewed their employees in the areas of finance, procurement and property. Employee comments were compiled and sorted into themes. These themes were then prioritized in the areas of importance and satisfaction by BUS-8 employees. Prioritized themes identified in the finance survey are represented below in an Opportunity Map and have been used by BUS-8 management to identify improvement opportunities important to their employees. This is the first effort in what should become a continuous process of listening to our employees.

Taking action on employee priorities

Financial Analysts
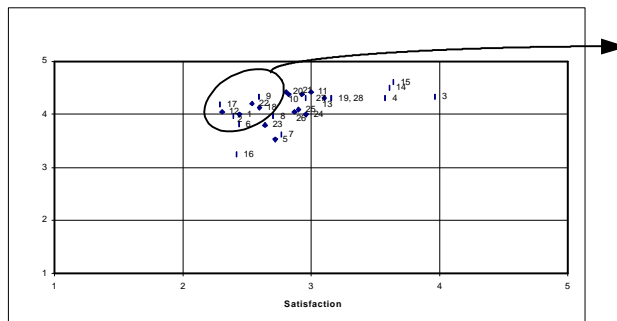
Priorities

Key Themes

1. BUS has an effective approach to determining the training needs of financial analysts.
2. BUS has an effective approach to delivering needed training to financial analysts.
3. I receive adequate coaching and supervision from my BTL.
4. Analysts are fully integrated members of the business teams.
5. Analysts should be cross trained in other business team functions.
6. Procurement People are adequately trained on financial processes & issues.
7. Customer personnel are adequately trained on property processes & issues.
8. Their is good communication between analysts around the Laboratory on issues of common concern.
9. Policies affecting my work are documented and accessible.
10. Work procedures covering my work are documented and accessible.
11. New or revised policies/procedures affecting my work are adequately communicated.
12. Analysts have adequate input into development of policies/procedures.
13. Upcoming deadlines and events are adequately communicated to analysts.
14. The FMIS system supports my needs for information and reporting.
15. The Data warehouse supports my needs for information and reporting.
16. LIFT supports my needs for forecasting.
17. "Feeder systems" are adequately managed.
18. Work on improving financial systems is effectively prioritized.
19. The allocation process is clear and works well.
20. The budget process is clear and works well.
21. The cost correction process is clear and works well.
22. The need for cost corrections has been minimized.
23. I am kept informed about the strategic initiatives of BUS Division.
24. There are effective communications between the business teams and the group office.
25. The Group Office stands up for the concerns of the field in interactions with other BUS Groups.
26. There is a well defined working relationship between the field and the core.
27. Core organizations are responsive in supporting field needs.
28. We are clearly focused on doing work that customers value and will pay for.